

THOMAS METZ
31 W. STAFFORD AVE.
WORTHINGTON OH 43085

Aug 29th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

The U.S. needs competitive broadband service. I chose a local competitive provider specifically because AT&T was incompetent, dishonest, and hostile to their customers. I say this as a former AT&T employee and someone who had been a loyal customer from 1987 to 2014.

For details, please see the letter below, which received no response.

Thank you.
Thomas W. Metz
31 W. Stafford Ave.
Worthington OH 43085

** FORWARDED LETTER INSERTED BELOW: **

Tuesday 2014-07-08
Greetings:

I have spent more than five (5) hours on the phone with AT&T trying to transfer my land line telephone service to a new address. I have spoken with Larry, Lito, Jovante, Karen, Brenda, Natalie, Bill, and Phylicia:

855-837-2483
800-246-8464
800-288-2020
855-303-8333
877-999-1085
866-593-0724
888-332-7595

With the sole exception of your technician Larry, who distinguished himself by behaving like an adult and a professional, none of these people could provide a last name or any means of reaching them when they accidentally dropped the call, purposely dropped the call, transferred me to the wrong department, or "researched an issue" and promised to call me back.

In many cases it was obvious the dropped calls were intentional, and the transparent lies of researching an issue to call you back were just plain insulting. I was at all times polite, even-tempered, and did not swear or raise my voice, and I have witnesses who will attest to this.

I know that you are trying to phase out plain old telephone service (POTS) land lines and convert everyone to U-verse voice over internet protocol (VOIP), but as a long-term customer, I object to the lack of customer choice. You are effectively coercing your customers into accepting second-rate service that has safety implications.

I do not want VOIP, for all the reasons outlined here:
<http://www.fcc.gov/guides/voip-and-911-service>

I live in earthquake country. If the power goes out, I need a working phone. This is a safety issue. In my own case, the urgency is increased by the fact that I have a physical disability.

I have had the same number for 17 years. I have given it to doctors, insurance companies, far-flung family and friends, employers, former employers, pension and disability services companies. It would be extremely burdensome and in some cases impossible to track down all the people who have, and need this number.

I have been an AT&T customer since 1987. I worked for AT&T from 1988 through 1995. This poor level of customer services should be embarrassing, and the dishonesty is a disgrace.

Sincerely,

Thomas W. Metz
51 Prosper Street Apt. 5
San Francisco CA 94114
SONIC.net Land line: 415-282-2036
AT&T Cell Ph.: 415-238-6405

cc. California
Public Utilities Commission
ConsumerAffairs Branch
505 Van Ness Ave.
San Francisco, CA 94102

AT&T Inc.
Residence Service
POB 9039
South San Francisco, CA 94083

ADDENDUM

Saturday 2015-02-18

After spending weeks trying unsuccessfully to get AT&T to transfer my land line telephone service to a new address, I gave up and called Sonic.net.

With one phone call, they transferred my number and started old-fashioned landline service at the new address.

AT&T CONTINUED TO BILL ME FOR SEVERAL MONTHS.

When I finally reached someone to stop billing me for service they had failed to provide, they refused to refund the payments I had made. Instead, they refunded half. I finally agreed to this completely unacceptable resolution just to finish the ordeal and haste the end of my business relationship and contact with AT&T.

As you can see from the attached print from the AT&T website, my landline account has been canceled:

Note: Your account has been canceled. Call Customer Care at 800.288.2020 to resolve this issue.

And I owed nothing as of the date of FINAL cancelation:

Total Amount Due by Nov 19, 2014: \$0.00

Even according AT&T's admittedly sloppy records, they owe me a credit. See the printed version of the bill (attached), AT&T owes me a credit of \$1.54CR.

They actually owe me a credit for several months, but this is the amount I forgave, just to be rid of them.

I would be willing to ignore all this, but THEY HAVE NOW SENT MY ACCOUNT INTO COLLECTIONS.

This is just too much.

I demand that you immediately:

Correct your internal records.

Contact the collection agency instructing them to desist in any activity against me.

Contact all three credit agencies and correct fallacious information you have entered into my credit records.

Provide documentation that you have completed all three of the above corrections.

Refund the full amount you owe me.

Sincerely,

Thomas W. Metz

THOMAS METZ